

**DRC** DANSK  
FLYGTNINGE  
HJÆLP

# **Danish Refugee Council's Voluntary Advisory Services**





# About the Voluntary Advisory Service

We can give advice about:



## **Permanent residence**

We can advise you on the terms regarding permanent residence. We can help you fill out and submit the application and provide information about the possibility of appeal.



## **Family reunification**

We can advise you on the terms regarding family reunification. We can help you fill out and submit the application and provide information about the possibility of appeal.



## **Danish citizenship**

We can advise you on the terms and process regarding Danish citizenship. We can help you fill out and submit the application.

# About the Voluntary Advisory Service

## How can we help you?

At DRC Danish Refugee Council's Voluntary Advisory Service, refugees and people with a minority background can get free, impartial and interdisciplinary counseling.

We can advise on family reunification, permanent residence and Danish citizenship. We can also help with understanding verdicts, letters from public authorities, provide information about appeal options and more.

Unfortunately, we are unable to help with finding housing, advising on social benefits, or conducting legal proceedings. We also do not provide advice on asylum. If you have questions about asylum or repatriation (voluntary return to homeland), please contact **DRC Danish Refugee Council Asylum**.

**E-mail:** [advice@drc.ngo](mailto:advice@drc.ngo) or [return.advice@drc.ngo](mailto:return.advice@drc.ngo)

**Telephone:** + 45 33 73 50 00 Monday-Friday between 9am-3pm.

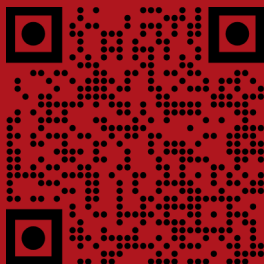
# Location of the Voluntary Advisory Services



# Copenhagen



**Contact information and address:** Scan the QR-code



**Opening hours:**  
Wednesday 5pm-8pm  
Thursday 1pm-4pm



**E-mail:** [rkbh@drc.ngo](mailto:rkbh@drc.ngo)

## **Important information:**

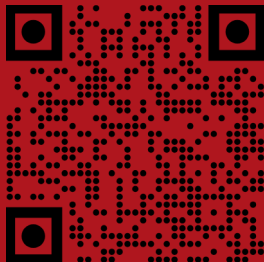
Show up and wait for an available volunteer advisor. You must be prepared that there may be a wait. Please be aware that there may be closing days. Visit our website for more information.

**ATTENTION!** If you need online counselling, an interpreter, or if there are special circumstances we should be aware of, please contact us in advance.

# Ringsted



**Contact information and address:** Scan the QR-code



**Opening hours:**  
Wednesday 3:30pm-5:30pm



**Email:** raadgivning.ringsted@drc.ngo

## **Important information:**

By appointment only.

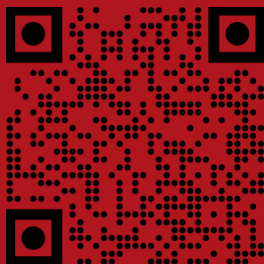
Please be aware that there may be closing days. Visit our website for more information.

**ATTENTION!** If we do not answer the phone, please leave a message on the voicemail or send an email. We will get back to you.

# Odense



**Contact information and address:** Scan the QR-code



**Opening hours:**  
Monday 4pm-7pm



**Email:**  
[raadgivning.odense@drc.ngo](mailto:raadgivning.odense@drc.ngo)

## **Important information:**

Show up and wait for an available volunteer advisor. You must be prepared that there may be a wait. Please be aware that there may be closing days. Visit our website for more information.

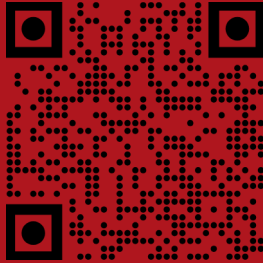
**ATTENTION!** If you need online counselling, an interpreter, or if there are special circumstances we should be aware of, please contact us in advance.



# Århus



**Contact information and address:** Scan the QR-code



**Opening hours:**  
Monday 5pm-7pm



**Email:**  
[raadgivning.aarhus@drc.ngo](mailto:raadgivning.aarhus@drc.ngo)

## **Important information:**

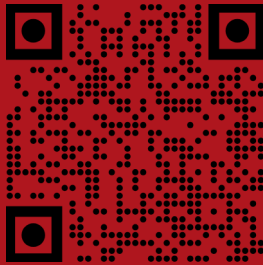
By appointment only.

**ATTENTION!** If you need online counselling, an interpreter, or if there are special circumstances we should be aware of, please contact us in advance.

# Aalborg



**Contact information and address:** Scan the QR-code



**Opening hours:**  
Tuesday 5:30pm-7:30pm



**Email:**  
[raadgivning.aalborg@drc.ngo](mailto:raadgivning.aalborg@drc.ngo)

## **Important information:**

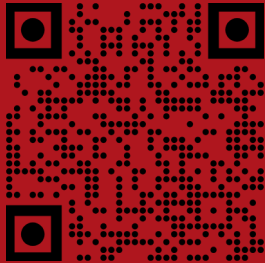
By appointment only.

**ATTENTION!** If you need online counselling, an interpreter, or if there are special circumstances we should be aware of, please contact us in advance.

# Haderslev



**Address, telephone number  
and opening hours:** Scan the  
QR-code



**Email:**  
[drchaderslev@frivillig.drc.ngo](mailto:drchaderslev@frivillig.drc.ngo)

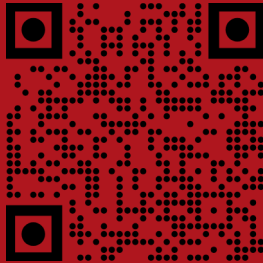
**Important information:**

Counselling without an  
appointment. Show up and wait for  
an available volunteer advisor.

# Holstebro



**Contact information and address:** Scan the QR-code



**Opening hours:**  
Tuesday in even weeks 4pm-6pm



**Email:**  
[raadgivning.holstebro@drc.ngo](mailto:raadgivning.holstebro@drc.ngo)

**Important information:**

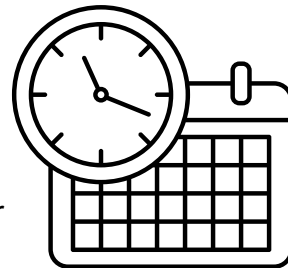
Counselling without an appointment. Show up and wait for an available volunteer advisor.

## Information about booking an appointment

Appointments are required for certain Advisory Services.

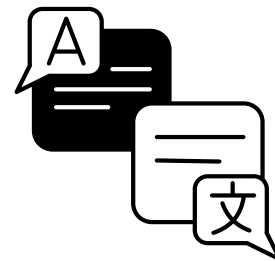
In the overview on the previous pages, you can find information about the individual Advisory Service and whether booking an appointment is necessary. Please note, that there may be closing days at the Advisory Services. For further information, visit our website:

**[www.frivillig.drc.ngo/frivilligraadgivning](http://www.frivillig.drc.ngo/frivilligraadgivning)**



## Do you need a volunteer interpreter?

We offer the option of booking a volunteer interpreter either in person or online. Please note that a volunteer interpreter can only be available by prior booking. To ensure we can offer a volunteer interpreter, it is recommended to book well in advance. You can request a volunteer interpreter when you book your consultation. If we do not have a volunteer interpreter available, or if we cannot find a volunteer interpreter for your language, please bring someone over the age of 18 whom you trust who can interpret for you.



## Who provides the counselling?

The voluntary advisers have legal qualifications, are social workers or other professionals with relevant training and experience who provide counselling on an unpaid, voluntary basis. The advisers have a duty of confidentiality, and your personal information is always treated securely and confidentially.

## Are we the right consultancy for you? We will help you find the best solution.

If you are unsure whether we are the right consultancy for you, you are always welcome to contact us for clarification. If we cannot help you, we would like to refer you to relevant counselling or other offers that better suit your needs.





# Do you want to know more about the Voluntary Advisory Service?

Visit our website at: [www.frivillig.drc.ngo/frivilligraadgivningen](http://www.frivillig.drc.ngo/frivilligraadgivningen)  
or scan the QR-code.

On the website you can read more about the  
Voluntary Advisory Service, the individual  
Advisory Services and their addresses, opening  
hours, closing days and find our material in  
several languages.

If you have a relevant background and/or  
experience and would like to become a  
volunteer advisor, you are very welcome to  
contact us.

**ATTENTION:** Do not send personally or sensitive  
information via e-mail.

